ALARM MONITORING | FIRE MONITORING | LOSS PREVENTION | VIDEO SURVEILLANCE | ACCESS CONTROL | VISUAL VERIFICATION | INTEGRATED SOLUTIONS

ADT SELECT SOLUTIONS

> Remote access to account information

> Recent alarm history at your fingertips

ADT Select

Residential & Small Business User Manual

ADT Select is a product that provides easy access to information that is important to you and your business. This web-based customer service portal allows you to quickly review your monitoring activity online, anytime, remotely.

With ADT Select, you can access personal monitoring and account information through the web. Account details, billing information and signal activity are now only a click away.

ADT *Always There*®

ADT Security

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Logging In

To login to ADT Select Residential or Small Business

1. From your web browser, type http://www.adtsecurity.co.nz/commercial/adt-select into the address bar. Press enter

2. Click on the Residential or Small Business Customer link

3. Review the “Terms and Conditions governing online account access” by clicking on the terms and conditions link. To proceed, click on box beside the “I accept the terms and conditions for using this application"

4. Enter the account CS Number **or** the Phone Number for the monitored site along with your Voice code (Password). Click on the Sign In button to login

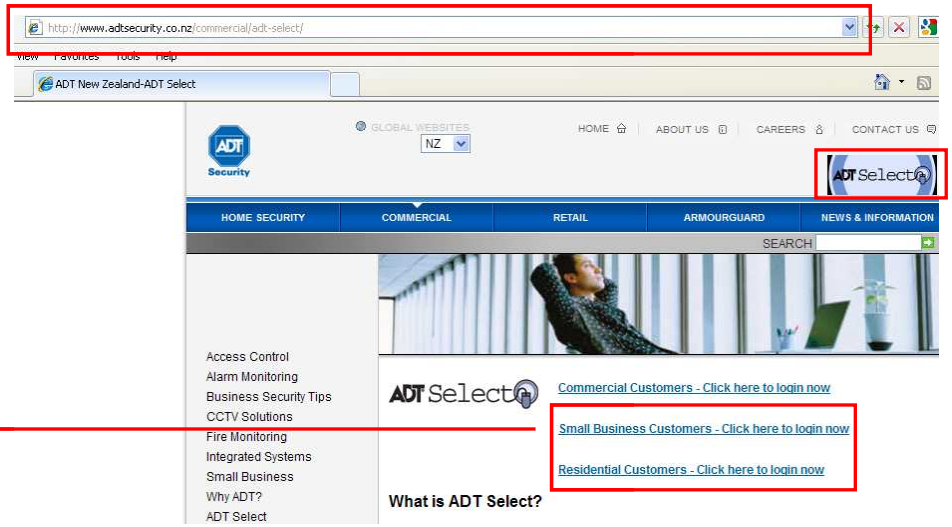

Figure 1.1 Commercial, Small Business and Residential links

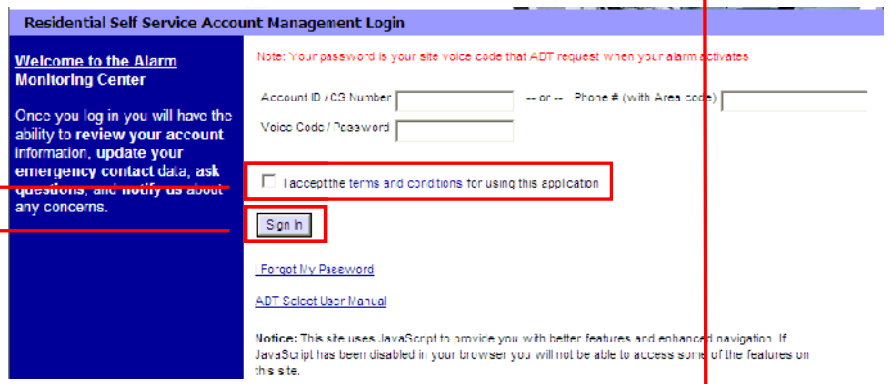
Residential Self Service Account Management Login
Welcome to the Alarm Monitoring Center
Once you log in you will have the ability to review your account information, update your emergency contact data, ask questions, and notify us about any concerns.
Voice Code / Password
I acceptthe terms and conditions for using this application
Sign In
Forgot My Password
ADT Select User Manual

Figure 1.2 Login window

TIP: This banner links to ADT Select from the ADT NZ website; www.adtsecurity.co.nz

ADT Select Home Page

The ADT Select Home Page provides access to the functionality within ADT Select

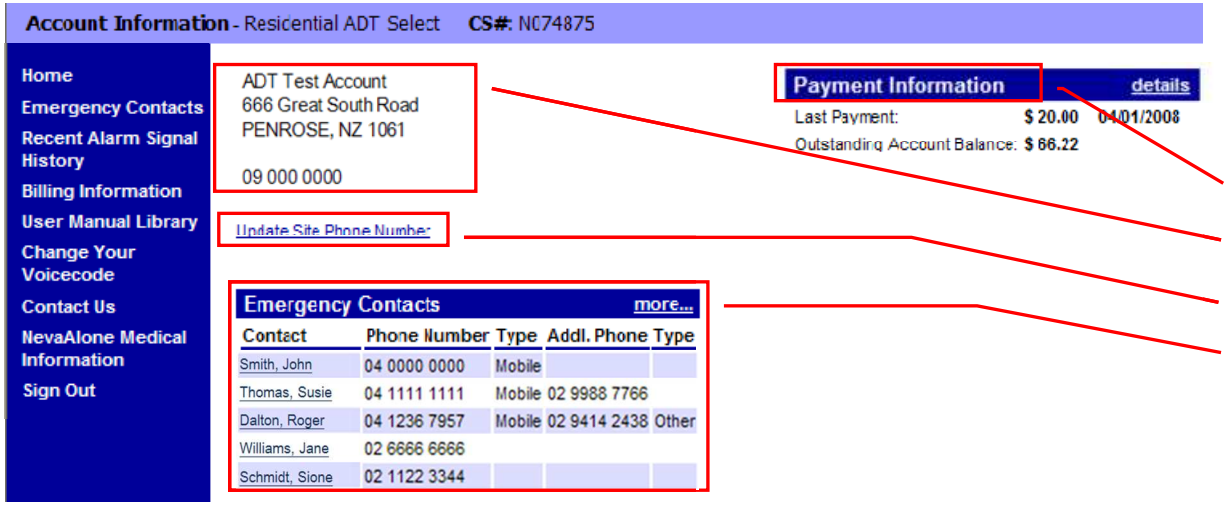

Figure 2.1 The Home Page window

Use the Account menu to the left of the Home Page window to navigate between ADT Select functions

The Home Page also provides a summary of basic account information:

Payment Information
Details the last payment made into the account and the current account balance

Site Address
A summary of the physical address details

Update the site phone number using the link provided

Emergency Contacts
Review and edit Emergency Contacts connected to the site

Updating the Site Phone Number

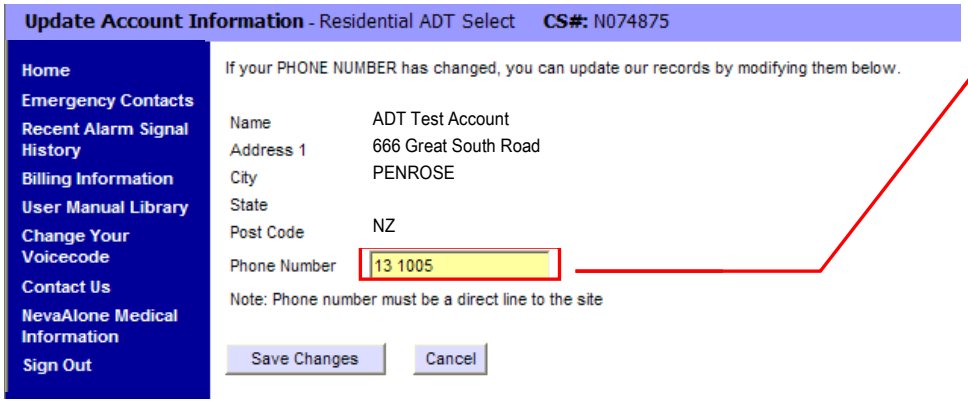
Update Account Information - Residential ADT Select CS#: N074875
Home
Emergency Contacts
Recent Alarm Signal History
Billing Information
User Manual Library
Change Your Voicecode
Contact Us
NevaAlone Medical Information
Sign Out
If your PHONE NUMBER has changed, you can update our records by modifying them below.
Name ADT Test Account
Address 1 666 Great South Road
City PENROSE
State
Post Code NZ
Phone Number 13 1005
Note: Phone number must be a direct line to the site
Save Changes
Cancel

Figure 2.1 Update Account Information window

To update the Site Phone Number, click on the link from the Home Page (refer to Figure 2.1) and enter the new number in the Phone Number field

Emergency Contacts

To review and update Emergency Contacts via ADT Select, click on the Emergency Contacts link from the Account Menu

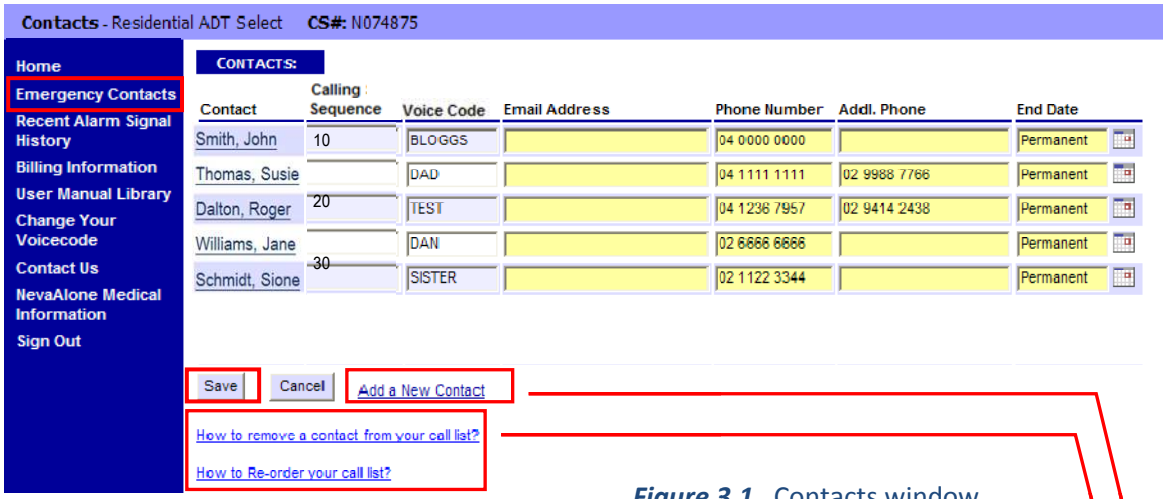

Figure 3.1 Contacts window

To update existing Emergency Contact Information:

1) Click on the field alongside the contact to be updated
2) Enter the new contact information
3) Click on the Save button

Calling Sequence
Used to determine the order that Emergency Contacts are phoned. Contacts are ordered from lowest to highest calling sequence number

Voice Code
Password used for verification purposes when contacting ADT

Email Address

Phone Number
Primary contact phone number

Phone Other
Secondary contact phone number

End Date
Enter an end date if the contact is no longer valid

To Add a New Contact, click on the link – refer to following page for more details

For further assistance, use the How to links at the bottom of the window

Adding a New Contact

To add a new emergency contact via ADT Select, click on the Add a New Contact link from the Contacts window (refer to Figure 3.1)

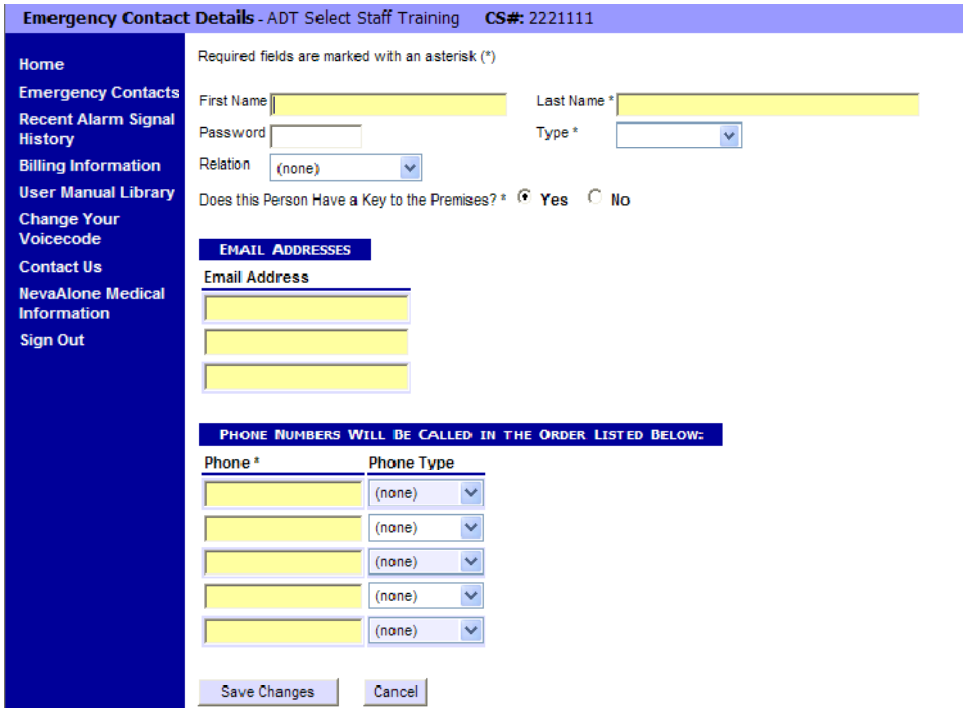

Figure 3.2 Emergency Contact Details window

From the Contacts window (Figure 3.1), click on Add a New Contact to add. Editable fields listed below. Click on the Save Changes button when completed

First Name/ Last Name
Enter the first & last names of the contact

Password
Enter a password to be provided for verification purposes when contacting ADT. This password is also referred to as a voicecode

Type
Make a selection from the drop down list to indicate the primary purpose of the contact

Relation
Make a selection from the drop down list to indicate how the contact is related to the site

Does this Person have a key to the Premises?
Yes if the contact holds a key to the site

Email Address
Enter an email address for the contact

Phone/ Phone Type
Enter the contact phone number including area codes (without spaces) and select the relevant Phone Type

Recent Alarm History

To review recent alarm history via ADT Select, click on the Recent Alarm Signal History link from the Account Menu

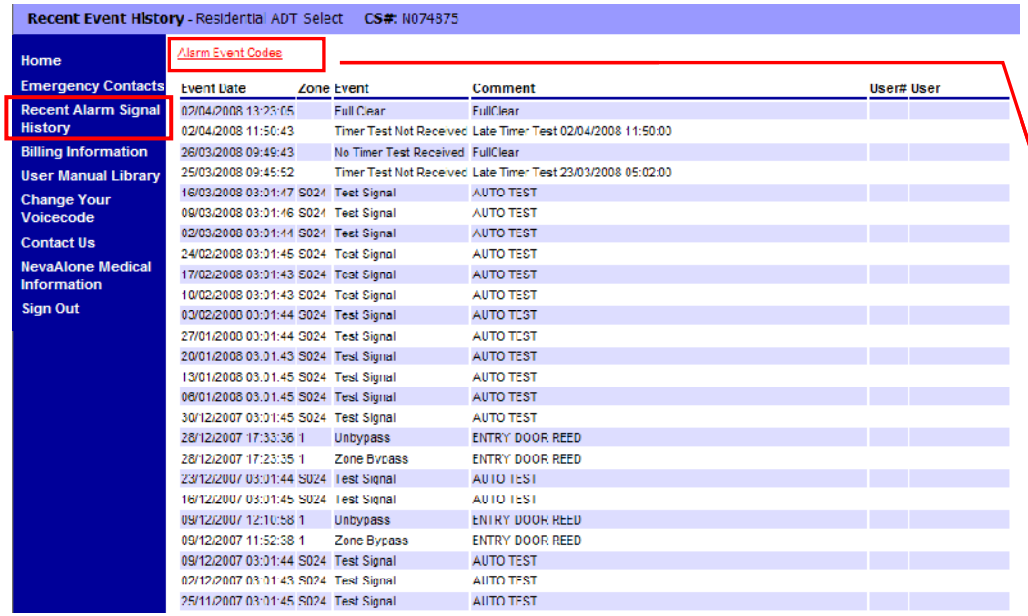
Recent Event History - Residential ADT Select CS#: N074875
Home
Emergency Contacts
Recent Alarm Signal History
Billing Information
User Manual Library
Change Your Voicecode
Contact Us
NevaAlone Medical Information
Sign Out
Alarm Event Codes
Event Date Zone Event Comment User# User
02/04/2008 13:23:05 Full Clear FullClear
02/04/2008 11:50:43 Timer Test Not Received Late Timer Test 02/04/2008 11:50:00
26/03/2008 09:49:43 No Timer Test Received FullClear
25/03/2008 09:45:52 Timer Test Not Received Late Timer Test 23/03/2008 05:02:00
16/03/2008 03:01:47 S024 Test Signal AUTO TEST
09/03/2008 03:01:46 S024 Test Signal AUTO TEST
02/03/2008 03:01:44 S024 Test Signal AUTO TEST
24/02/2008 03:01:45 S024 Test Signal AUTO TEST
17/02/2008 03:01:43 S024 Test Signal AUTO TEST
10/02/2008 03:01:43 S024 Test Signal AUTO TEST
03/02/2008 03:01:44 S024 Test Signal AUTO TEST
27/01/2008 03:01:44 S024 Test Signal AUTO TEST
20/01/2008 03:01:43 S024 Test Signal AUTO TEST
13/01/2008 03:01:45 S024 Test Signal AUTO TEST
06/01/2008 03:01:45 S024 Test Signal AUTO TEST
30/12/2007 03:01:45 S024 Test Signal AUTO TEST
28/12/2007 17:33:36 1 Unbypass ENTRY DOOR REED
28/12/2007 17:23:35 1 Zone Bypass ENTRY DOOR REED
23/12/2007 03:01:44 S024 Test Signal AUTO TEST
16/12/2007 03:01:45 S024 Test Signal AUTO TEST
09/12/2007 12:10:58 1 Unbypass ENTRY DOOR REED
09/12/2007 11:52:38 1 Zone Bypass ENTRY DOOR REED
09/12/2007 03:01:44 S024 Test Signal AUTO TEST
02/12/2007 03:01:43 S024 Test Signal AUTO TEST
25/11/2007 03:01:45 S024 Test Signal AUTO TEST

Figure 4.1 Recent Alarm History window

Alarm history information is arranged into columns with most recent information at the top of the window.

From this window you are able to review recent signal activity from the monitored alarm. Comments from the monitoring centre are also displayed if there has been an alarm event which has required monitoring response.

For more information on the types of alarm events which may be displayed, click on the Alarm Event Codes link at the top of the page

Billing Information

To review billing information, click on the Billing Information link from the Account Menu

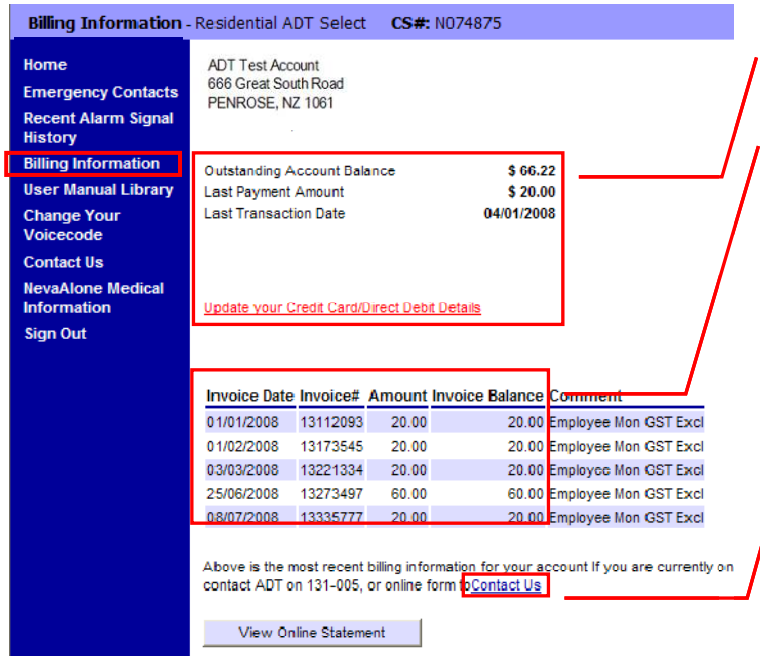
Billing Information - Residential ADT Select CS#: N074875
Home
Emergency Contacts
Recent Alarm Signal History
Billing Information
User Manual Library
Change Your Voicecode
Contact Us
NevaAlone Medical Information
Sign Out
ADT Test Account
666 Great South Road
PENROSE, NZ 1061
Outstanding Account Balance $ 66.22
Last Payment Amount $ 20.00
Last Transaction Date 04/01/2008
Update your Credit Card/Direct Debit Details
Invoice Date Invoice# Amount Invoice Balance Comment
01/01/2008 13112093 20.00 20.00 Employee Mon GST Excl
01/02/2008 13173545 20.00 20.00 Employee Mon GST Excl
03/03/2008 13221334 20.00 20.00 Employee Mon GST Excl
25/06/2008 13273497 60.00 60.00 Employee Mon GST Excl
08/07/2008 13335777 20.00 20.00 Employee Mon GST Excl
Above is the most recent billing information for your account If you are currently on
contact ADT on 131-005, or online form to Contact Us
View Online Statement

Figure 5.1 Billing Information window

The billing information window provides a brief account summary and a link for updating credit card information online.

Unpaid invoices are detailed at the bottom of the window.

Use the Contact Us link to send a message to the Customer Care centre

User Manual Library

To access alarm user manuals and reference information, click on the User Manual Library link from the Account Menu

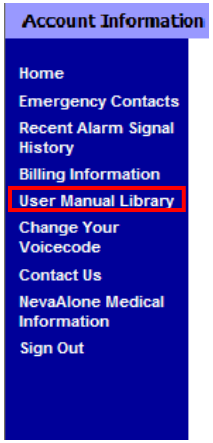

Figure 6.1 Account Menu

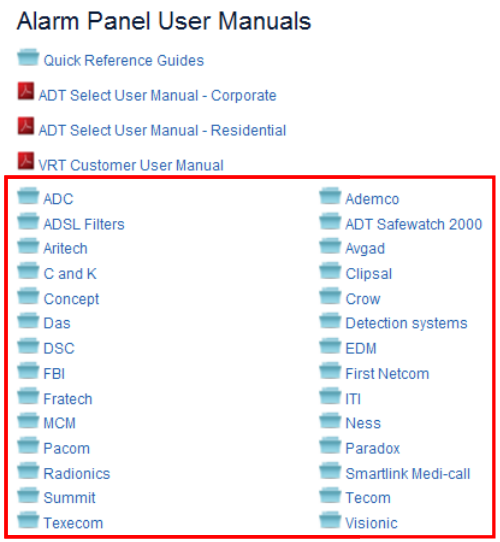

Figure 6.2 Alarm Panel User Manuals webpage

The Alarm Manual library contains information to assist you in operating your monitored alarm system.

User manuals are grouped by manufacturer – if unsure which system you have installed, feel free to contact our Customer Care centre on 0800 111238 or refer to the Contact Us section on the following page

Contact Us

To send a message to the Customer Care Centre via ADT Select, click on the Contact Us link from the Account Menu and follow the below steps. Contact information can also be accessed via the Contact Us link found on the ADT website, www.adtsecurity.co.nz

Figure 7.1 Contact Us window

Sending a message via ADT Select

From the Contact Us window (refer to Figure 7.1);

1) Select the Type of Inquiry using the radio buttons available
2) Enter a Message into the available text box
3) Click on the Submit Message button to send the message
4) Review the Message confirmation to ensure the message has been sent

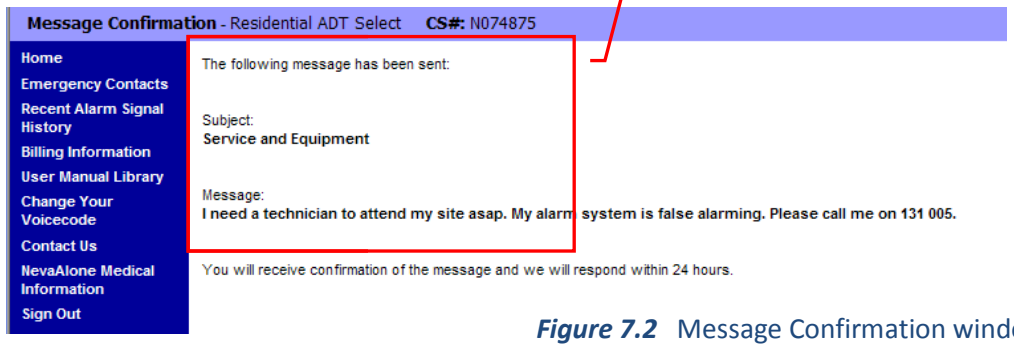
Message Confirmation - Residential ADT Select CS#: N074875
Home
Emergency Contacts
Recent Alarm Signal History
Billing Information
User Manual Library
Change Your Voicecode
Contact Us
NevaAlone Medical Information
Sign Out
The following message has been sent:
Subject:
Service and Equipment
Message:
I need a technician to attend my site asap. My alarm system is false alarming. Please call me on 131 005.
You will receive confirmation of the message and we will respond within 24 hours.

Figure 7.2 Message Confirmation window

Updating NevaAlone Medical Information

To review and edit medical information, click on the NevaAlone Medical Information link from the Account Menu

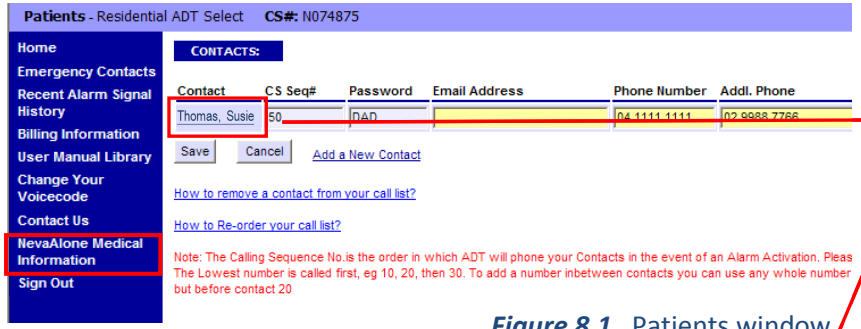
Patients - Residential ADT Select CS#: N074875
Home
Emergency Contacts
Recent Alarm Signal History
Billing Information
User Manual Library
Change Your Voicecode
Contact Us
NevaAlone Medical Information
Sign Out
CONTACTS:
Contact
CS Seq#
Password
Email Address
Phone Number
Addl. Phone
Thomas, Susie
50
DAD
04 1111 1111
02 9988 7766
Save
Cancel
Add a New Contact
How to remove a contact from your call list?
How to Re-order your call list?
Note: The Calling Sequence No.is the order in which ADT will phone your Contacts in the event of an Alarm Activation. Pleas
The Lowest number is called first, eg 10, 20, then 30. To add a number inbetween contacts you can use any whole number
but before contact 20

Figure 8.1 Patients window

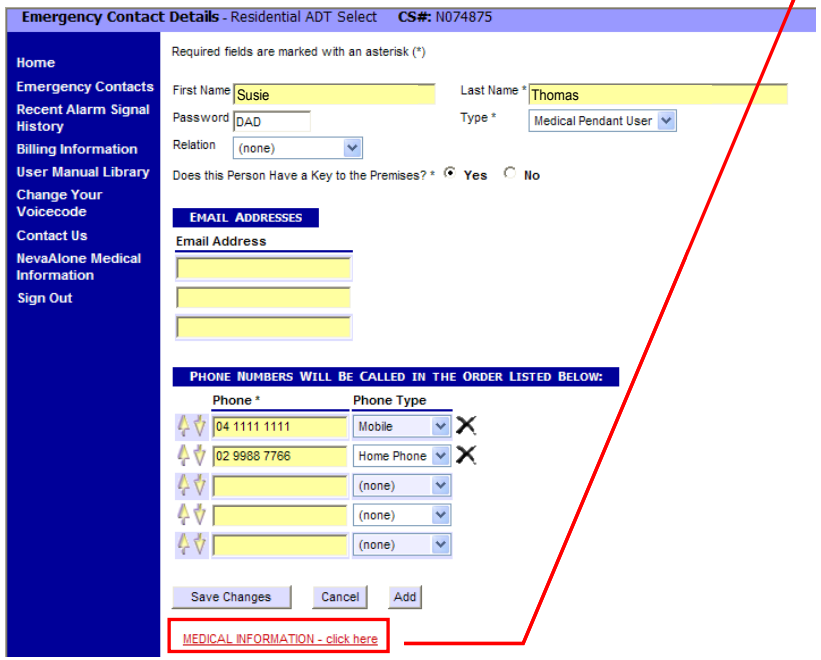

Figure 8.2 Emergency Contact details window

Nevalone Medical Information is held for medical alarm customers and provided to emergency services in the event of a medical emergency. To update medical information on file:

1) Click on the Nevalone Medical Information link from the Account Menu
2) From the Patients window, select the contact to update by clicking on the contact name
3) From the Emergency Contact details window, click on the Medical Information link at the bottom of the page
4) In the Patient Medical Information window, update the required information. Refer below for further details.
5) Click on the Save Changes button to save the update information

Patient Medical Information

Birth Date
Enter date in the format DD/MM/YYYY

Gender
Select using radio button available

Language
Select primary language of patient from the drop down list

Special Needs/ Location of Meds/ History
Enter known medical history in these free text fields

Conditions/ Medications/ Allergies
Further information in relation to known conditions and medications can be recorded. Click on the Edit links to update the information

Figure 8.3 Patient Medical Information window

Changing your Voicecode & Login Password

To change the voicecode you use when contacting ADT and for logging in to ADT Select, click on the Change Your Voicecode link from the Account Menu

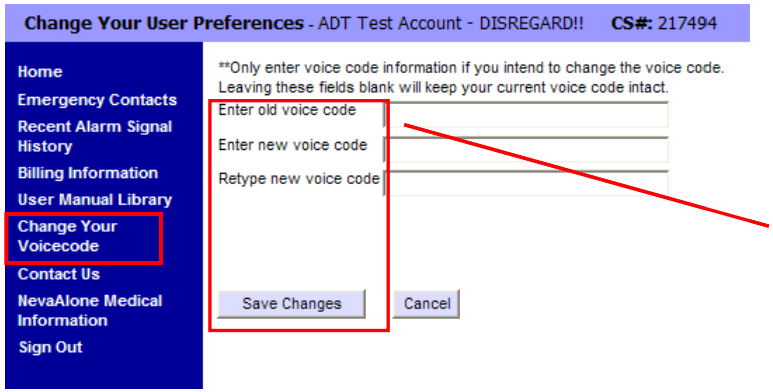
Change Your User Preferences - ADT Test Account - DISREGARD!! CS#: 217494
Home
Emergency Contacts
Recent Alarm Signal History
Billing Information
User Manual Library
Change Your Voicecode
Contact Us
NevaAlone Medical Information
Sign Out
**Only enter voice code information if you intend to change the voice code.
Leaving these fields blank will keep your current voice code intact.
Enter old voice code
Enter new voice code
Retype new voice code
Save Changes
Cancel

Figure 9.1 Change your user preferences window

The Change Your Voicecode function updates the voicecode for the user that is logged into ADT Select. The voicecode is required for verification purposes when contacting ADT.

As the voicecode is also the login password for ADT Select, you will need to enter the new voicecode when you next login

To change your voicecode;

1) Click on the Change Your Voicecode link from the Account Menu
2) From the Change Your User Preferences window, enter your existing voicecode in the “Enter old voice code” field
3) Enter the new voicecode in the “Enter new voice code” and “Retype new voice code” fields
4) Click on the Save Changes button to make the new voicecode active

Signing Out

To end your ADT Select session at anytime, simply click on the Sign Out link from the Main Banner

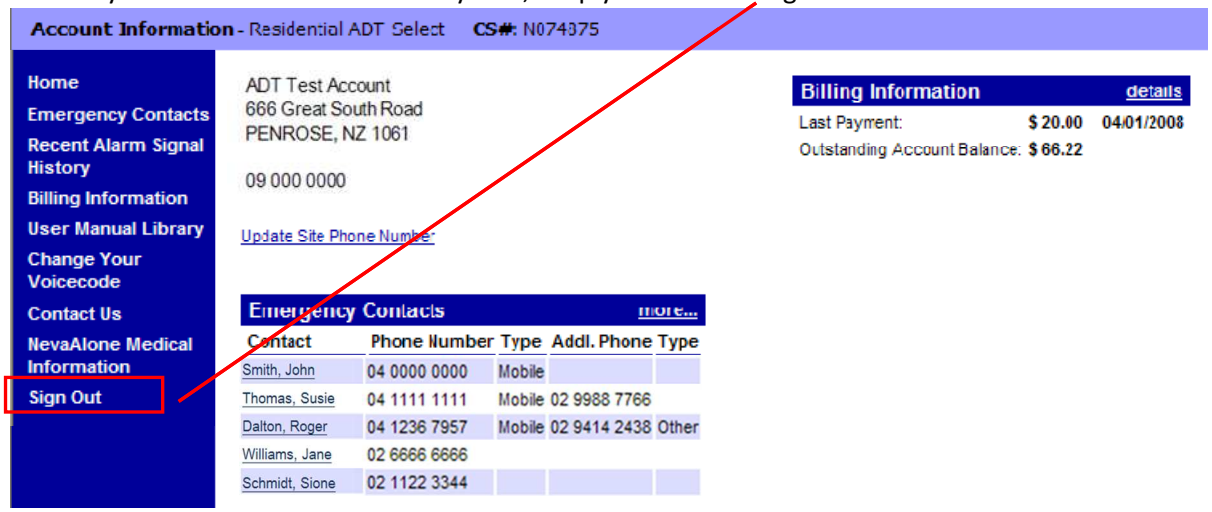
Account Information - Residential ADT Select CS#: N074375
Home
Emergency Contacts
Recent Alarm Signal History
Billing Information
User Manual Library
Change Your Voicecode
Contact Us
NevaAlone Medical Information
Sign Out
ADT Test Account
666 Great South Road
PENROSE, NZ 1061
09 000 0000
Update Site Phone Number
Billing Information details
Last Payment: $ 20.00 04/01/2008
Outstanding Account Balance: $ 66.22
Emergency Contacts more...
Contact Phone Number Type Addl. Phone Type
Smith, John 04 0000 0000 Mobile
Thomas, Susie 04 1111 1111 Mobile 02 9988 7766
Dalton, Roger 04 1236 7957 Mobile 02 9414 2438 Other
Williams, Jane 02 6666 6666
Schmidt, Sione 02 1122 3344

Figure 9.2 The Home Page window